

# 35<sup>th</sup> Annual Productivity and Quality Awards

## ***“Adapt, Create, Achieve”***

***Inna Sarac, PQA Co-Chair, Medical Examiner-Coroner***  
***Michelle Jiang, PQA Co-Chair, Consumer and Business Affairs***



County of Los Angeles  
Quality and Productivity  
Commission  
2022



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## Important Changes to this Year's PQA

- Format – Live in-person event at the Music Center. We're back!
- Award Descriptions – The *COVID-19 Impact Award* has been removed from the list. Changes were made to the description of the Mega Million Dollar award. Additional details to follow in the presentation
- Announcement Memo – To avoid duplicate applications, a sentence was added to the memo that allows the Commission to reserve the right to return questionable applications
- Application – Although the COVID-19 Impact Award was removed, there will be a check box for COVID-19 projects. This will be explained further in the presentation
- Evaluation – This year's evaluation will be held in-person at the Marina on August 3, 2022. Additional details to follow in the presentation
- Costs – The cost of the luncheon has been raised from \$50 to \$70

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## Dates to Remember

June 24, 2022, by 5 p.m.	PQA Entry Due Date
August 3, 2022	Evaluation at the Marina (in-person)
August 15-30, 2022	Top Ten Site Visits
September 6-16, 2022	PQA Video Shoots
October 12, 2022	Awards Ceremony (in-person)
October 18, 2022	Board of Supervisors Presentation ( <b>Tentative</b> )

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## Submission Deadline

Friday, June 24, 2022  
by 5 p.m.

(Give yourself an internal deadline to allow time for review and updates)

Email: [lperez@bos.lacounty.gov](mailto:lperez@bos.lacounty.gov)

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## SIGNATURES

- Commissioners are continuing to allow eSignatures, wet, or scanned signatures for **all signatures**
- Originals will not be required to be delivered to the Commission office. Electronic versions with **all** signatures will be accepted. (Be sure to include collaborator signatures and send your documents together in one email)

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## Grand Eagle Awards

- Gold
- Silver
- Bronze

## Top Ten Awards



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## Commission Special Awards

- Changemaker Award
- Community Inclusion Award
- County Image Enhancement Award
- Customer Service Award
- Mega Million Dollar Award (updated description)
- Outstanding Teamwork Award
- Performance Measurement Award
- Process Improvement Award
- Commissioners' Legacy Award

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## Other Awards

(not presented on stage)

- Special Merit Plaques
- Traditional Plaques
- Certificates of Recognition

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## Application Guidelines



- Department Heads and Productivity Managers must sign all applications
- An electronic copy of the application is due by Friday, **June 24, 2022, 5:00 p.m.** Be sure to have collaborator(s) signatures included in your email
- Electronic copy to be sent to:  
**[lperez@bos.lacounty.gov](mailto:lperez@bos.lacounty.gov)**

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## Application Guidelines (cont.) Official Form

- Name of Project – short and descriptive
- Date of Implementation/Adoption
- Project Status – ongoing or one-time
- Has Department submitted project before?

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## Check here if this is a COVID-19 Related Project ✓

- A check-off box has been added to the application (page 1, under date of implementation) asking if the application is a *COVID-19 Related Project*
- Checking this box will assist Commissioners identify projects that may potentially warrant an award under the Commissioner's Legacy Award
- A COVID-19 related project is a project that was developed as a result of the pandemic and has become a permanent program/service within the department

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## Application Guidelines (cont.)

### Title of Project is Limited to 50 Characters

**Too long:** *Language & Culture Resource Center/Video Medical Interpretation Project (LCRC/VMI)* 82 characters

**Better:** *Language & Culture Resource Center* 34 characters

**Vague:** *The 83rd and Vermont Avenue Project*

**Better:** *"Women's Reintegration Services" or "Women on the Move"*

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## Application Guidelines (cont.) Official Form

- Executive Summary
- Joint Submissions
- Fact Sheet
- Cost Avoidance, Cost Savings, and Revenue Generated (Estimated Benefit)



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## 2022 PQA Application Executive Summary (Page 1)

Quality and Productivity Commission  
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"Adapt, Create, Achieve"

**2022 APPLICATION**

Title of Project (Limited to 50 characters, including spaces, using Arial 12-point font):

**NAME OF PROJECT:**

**DATE OF IMPLEMENTATION/ADOPTION:** \_\_\_\_\_  
(Must have been fully implemented for a minimum of at least one year - on or before July 1, 2021)

☐ Check here if this is a COVID-19 Related Project

**PROJECT STATUS:** \_\_\_\_\_ Ongoing \_\_\_\_\_ One-time only

**HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT?** \_\_\_\_\_ Yes \_\_\_\_\_ No

**EXECUTIVE SUMMARY:** Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT <input type="checkbox"/>
\$	\$	\$	\$	

ANNUAL = 12 MONTHS ONLY

<b>SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS</b>		<b>TELEPHONE NUMBER</b>
<b>PROGRAM MANAGER'S NAME</b>		<b>TELEPHONE NUMBER</b>
<b>EMAIL</b>		
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> <small>(PLEASE CALL (510) 884-9122 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)</small>		<b>TELEPHONE NUMBER</b>
<b>DATE</b>		<b>EMAIL</b>
<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b>		<b>TELEPHONE NUMBER</b>
<b>DATE</b>		

**"ELECTRONIC, WET, OR SCANNED SIGNATURES ARE ACCEPTABLE"**

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## 2022 PQA Application Fact Sheets (Pages 2, 3, and possibly 4)

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2022 APPLICATION

Title of Project (limited to 60 characters, including spaces, using Arial 12-point font):

NAME OF PROJECT:

**1<sup>st</sup> FACT SHEET – LIMITED UP TO 3 PAGES ONLY:** Describe the challenge(s), solution(s), and benefit(s) of the project to the County. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success and specify assessment time frame. Use Arial 12 point font.

Page 2

We Support Plain Language

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2022 APPLICATION

Title of Project (limited to 60 characters, including spaces, using Arial 12-point font):

NAME OF PROJECT:

Use Arial 12-point font.

Page 3

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2022 PQA  
Application  
Linkage to  
Strategic  
Plan  
(Page 4 or 5)

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2022 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12-point font):  
NAME OF PROJECT:

Linkage to the County Strategic Plan – 1 page only. Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12-point font.

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2022 PQA  
Application  
Cost  
Avoidance,  
Benefits, and  
Revenue  
Generated  
(Page 5 or 6)

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2022 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12-point font):

NAME OF PROJECT:

**COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY):** If you are claiming cost benefits, include a calculation or other substantiation as defined by documented cost avoidance, cost savings, and/or revenue on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12-point font.

**Cost Avoidance:** Documented costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

**Cost Savings:** A reduction or lessening of documented expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

**Revenue:** Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$	\$	\$	\$	<input type="checkbox"/>

ANNUAL= 12 MONTHS ONLY

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SAMPLE  
Cost  
Benefit  
Page

## Quality and Productivity Commission 35<sup>th</sup> Annual Productivity and Quality Awards Program "Adapt, Create, Achieve"

### 2022 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12-point font)

**NAME OF PROJECT:** Groundwater Recharge

**COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY):** If you are claiming cost benefits, include a calculation or other substantiation as defined by documented cost avoidance, cost savings, and/or revenue on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12-point font.

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(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT <input checked="" type="checkbox"/>
\$ 200,880,000	\$ 38,655,800	\$ 1,600,000	\$ 241,135,800	

ANNUAL = 12 MONTHS ONLY

#### Cost Avoidance

- Metropolitan Water District's Tier 1 Full Service Water Rate is \$744 an Acre-Foot. Public Works captured 270,000 acre-feet of stormwater during the 2009-2010 season, which offset costly water purchases from outside the region.
- Cost Avoidance/Stormwater Capture:  $744 \times 270,000 \text{ Acre-Feet} = \$200,880,000$  cost avoidance to residents of the county.

#### Cost Savings

- We work very closely with treatment facilities and water districts to recharge recycled water into the system. Recycled water has a value of \$694 per Acre-Foot. Public Works recharged 55,700 Acre-Feet of water during that 2009-2010 season.
- Cost Savings/Recharge of Recycled Water:  $694 \times 55,700 \text{ Acre-Feet} = \$38,655,800.00$

#### Revenue

- By running the hydro-electric facilities at San Gabriel Dam, actual revenue is earned each month, which is paid by Southern California Edison. In 2010, over 22,780,000 kilowatt-hours (kWh) of power was produced from the power plants. Stormwater captured during the 2009-2010 season produced over \$1,600,000 of revenue generated from the power plants.

Avoidance:	\$200,880,000	
Savings	\$38,655,800	
Revenue	\$1,600,000	
Total Annual Benefit:	\$241,135,800	

Briefly explain  
how you  
arrived at the  
numbers.

Ensure there is  
a calculation.

Be sure the  
numbers  
match!

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## SAMPLE 2 Cost Benefit Page

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#### 2022 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12-point font):

NAME OF PROJECT:

**COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY):** If you are claiming cost benefits, include a calculation or other substantiation as defined by documented cost avoidance, cost savings, and/or revenue on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12-point font

Cost Avoidance: Documented costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

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(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$	\$ 3,625,072	\$	\$ 3,625,072	<input type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

	Overtime	Registry	Total Expenses	Total Savings	% Reduction from Previous Year
FY 2018-2019	\$6,503,120	\$7,967,545	\$14,470,665		
FY 2019-2020	4,209,317	2,296,995	6,506,312	\$7,964,353	55.0%
FY 2020-2021	1,310,675	1,570,565	2,881,240	3,625,072	55.7%

Briefly explain  
how you  
arrived at the  
numbers.

Ensure there is  
a calculation.

Be sure the  
numbers  
match!

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## 2022 PQA Application Collaborations (Page 6 or 7)

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2022 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12-point font):

NAME OF PROJECT:

FOR COLLABORATING DEPARTMENTS ONLY

(For single department submissions, do not include this page)

DEPARTMENT NO. 2 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE	DEPARTMENT HEAD'S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____
DEPARTMENT NO. 3 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE	DEPARTMENT HEAD'S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____
DEPARTMENT NO. 4 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE	DEPARTMENT HEAD'S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____
DEPARTMENT NO. 5 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE	DEPARTMENT HEAD'S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____
DEPARTMENT NO. 6 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE	DEPARTMENT HEAD'S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____
DEPARTMENT NO. 7 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE	DEPARTMENT HEAD'S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____

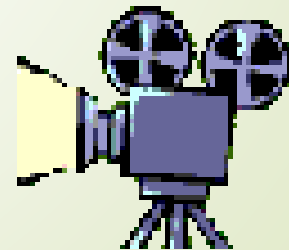
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## Top Ten Winners

Productivity Manager Coordinates:

- Commission site visit
- Photos (high resolution) and video shoot
- RSVPs to Ceremony
- Board presentation



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## Top Ten Site Visits (TBD)

### I. **Agenda**

- a. Welcome
- b. Introductions
- c. Department Presentation
- d. Q&A
- e. Tour/Walkthrough

### II. **Location**

- a. Sound/Volume
- b. Room Temperature

### III. **Parking**

- a. Instructions (be specific)
- b. Mark Spaces (cones, names, etc.)
- c. Welcome Committee
- d. Film Crew – closest to entrance (equipment)

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## Top Ten Site Visits (cont.)

### IV. Presentation/Handouts/Videos

- a. Prepare presentation packets (not required, but helpful)
- b. Presentation Coverage:
  - Provide brief background (include data, statistics, etc.)
  - State the problem
  - Discuss the solution and impact
  - Who? What? When? Where? Why? How?
  - Have key stakeholders and collaborators present

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## Top Ten Site Visits (cont.)

### V. Video Shoot

- a. Script / Speakers
- b. Revisions/changes
- c. Final Video (1-2 minutes)

### VI. PQA Program

- a. Will need High Resolution photos and/or videos
- b. RSVP through Productivity Manager(s)
- c. Award Acceptance (details to follow)

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Tips for submitting a  
successful proposal:

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## Tip 1

Don't submit proposals before their time!



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## Tip 2

Find a niche.



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## Tip 3

Target reader and consider your audience –  
Quality and Productivity Managers



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## Tip 4

Clearly explain the project's benefits.



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## Tip 5

Quality Control:  
make sure to produce an error-  
free document.



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## Tip 6

If you collaborate with other Departments, give them enough time to review and add to the entry. Keep them involved from very start.



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## Tip 7

Well-written entries often are scored higher than entries that are not well-written.

However, the intent is to award points to projects that clearly exhibit quality and productivity including factors such as:

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## Tip 7 (con't)

- Transferability
- Quality
- Collaboration
- Productivity or Service Enhancement
- Impact
- Creativity
- Cost Benefit
- Measures of Success



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## Questions?

